

### ABSTRACT OF THE DISCLOSURE

An apparatus including a processing device located remote from a vehicle and from a first communication device associated with a user, which processes a request regarding a the vehicle problem, malfunction, and/or state of disrepair, and generates a message containing information regarding a diagnosis or repair, information regarding a service provider, a repair facility, a dealer, a parts provider, an accessory provider, a warranty provider, and/or an insurance provider, and a link or hyperlink to a computer or communication device of a service provider, a repair facility, a dealer, a parts provider, an accessory provider, a warranty provider, and an insurance provider, and a transmitter for transmitting the message to the first communication device or to a second communication device associated with the user.